January 31, 2005
Mayor Announces Upgrading of Citizen-Friendly City Websites

(Columbus) As part of the Mayor's initiative to make City Hall and neighborhood services more accessible to residents, Columbus launched an upgraded website design to better serve Columbus's residents, visitors and businesses.

"While the web is only one of many ways we serve residents, we are making it as simple and user-friendly as possible," said Mayor Michael B. Coleman. "We will continue to add more interactive services, forms and tools that will help families get the information they need, 24 hours a day, from America's 21st Century City."

The City of Columbus is moving 35 Departmental websites with over 8000 pages of content into a new Content Management System (CMS) over the coming months. The first Departments to transition were, the Office of the Mayor's, the City's homepage at www.columbus.gov, the Department of Technology, Recreation and Parks and the Health Department. All Departments are scheduled to be upgraded during 2005.

According to the most recent study of municipal websites by Brown University found that the City's eGovernment program increased in ranking from 40th to 17th in the nation.

The City's website hosting is through a contract with Resource One. This service includes server management, security management, a Content Management System, hardware support and software support, as well as server hosting and ISP connectivity and bandwidth usage.

Services provided online include: hundreds of forms are on-line, citizens can make Water and Sewers payments, pay parking tickets, view Traffic Cameras, see GIS maps, order Birth/Death Certificates, view the "My Neighborhood" listing of city services near homes or businesses, live streaming video of Council meetings, translation services include 11 languages - English, French, German, Italian, Portuguese, Spanish, Greek, Dutch, Chinese, Korean, Japanese.